
Toll-Free (1-800) Service

Product Summary

Overview

Toll-Free service helps extend your agency's reach and enhance your customer service. Toll-Free service allows your customers to call you toll-free. The cost of calls to your toll-free number is charged to your agency, but is less expensive than collect calls. Common toll-free numbers (prefixes) include 800, 866, and 877. As toll-free service expands in popularity, additional prefixes will be required and subsequently deployed. This service, provided by Qwest, works with both switched and dedicated access facilities.

- Shared access allows interstate (out-of-state) and intrastate (with-in) callers to reach you using a toll-free number linked to your existing local telephone number.
- Megacom Service is a dedicated pipe that supports higher call volumes – up to 24, simultaneous toll-free, outbound and/or data calls.

Advanced features can be added to any toll-free service to provide announcements, routing, transfer and control features designed to your specifications.

Likely benefits derived from the deployment of toll-free service include:

- Delivery of multiple customer services,
- Wider dispersal of information to customer's callers/clients/constituents, and
- Better handling of large call volumes.

Product Features and Description of Services

<i>Toll-Free (1-800) Service Features</i>	
Service	Description
Basic Toll Free (800) Service	<ul style="list-style-type: none"> ▪ Provides your customers a means to contact you without incurring long-distance charges.
Advanced Features	<ul style="list-style-type: none"> ▪ Simple exchange routing option will route calls based on specific needs; such as, ring – no answer, busy, transfer to next available agent, after hours. There is also the ability to route calls based on area code or local exchange carrier. ▪ Blocks certain prefixes ▪ Announcements allow you to provide general information to your callers, such as, normal office hours, special events, and information or instructions needed to complete their call. ▪ Transfer incoming calls to the appropriate person or group. ▪ Control features allow you to design and implement new toll-free routing plans, or perform rapid adjustments to handle changes in your call volume.

Product Benefits

Toll-Free (1-800) Service Benefits	
▪	Allows your customers to call you toll free
▪	Makes your business more easily accessible to customers outside of your local area.
▪	Reduce operation costs: a toll-free number can re-route calls to open facilities for immediate servicing.
▪	Enhance customer service: assures your customers that you are there to better serve them.

Services Not Included with This Product

Toll-Free (1-800) Service Features Not Included	
Service	Description
▪	Some features are dependent on the PBX or Key System in place

Related ITS Products

Related ITS Products	
Basic Telephone Service	▪ The telephone system providing dial-tone service.
Voice Mail	▪ An enhancement to the phone system allowing callers to leave messages or hear general information.
Call Management System	▪ An enhancement that will allow you to measure the productivity of your office and identify any problems that may be occurring.

ITS Responsibilities

ITS Responsibilities	
Stability	▪ Ensure the telephone network is stable and reliable, short of a natural disaster.
Monthly billing	▪ Provide customer with a monthly bill that is clear, concise, and accurate.
Customer Support	▪ Provide qualified technicians to troubleshoot problems.
Vendor communication	▪ ITS will submit an order request on the behalf of the customer to the vendor under contract. ITS will also ensure the order is filled to customer specifications and in a timely manner.
Customer communication	▪ Provide customer with confirmation order has been received and a tentative due date.
Credits/Debits	▪ Resolve any billing issues monthly, issuing credits/debits when applicable.
Change management	▪ Notify customer of any changes that may possibly affect their service.

Customer Responsibilities

Customer Responsibilities	
Submit order request to the ITS Telecom Order Desk	▪ The customer will need to provide IT'S adequate information for preparation of the order request.
Ample notification	▪ Allow ample time to have service installed and tested to customer's satisfaction.
Notify for disconnect	▪ When the service is no longer needed, Customer will need to notify ITS so a disconnect order can be issued.
Billing	▪ Review monthly billing to ensure accuracy. Any discrepancies should be discussed with ITS Billing within 30 days.
Change management	▪ Notify ITS of changes in their system that could affect service.

Customer Support

ITS Customer Support
Problem resolution is managed through industry best practices using a Tiered Support Process.
Problem priority is based on importance of system affected, severity of system degradation, and number of affected users.
Problems can be submitted 24 x 7 via phone or Web.
Web submissions are monitored during normal business hours (M-F 7:30 a.m. to 5:30 p.m.).
Response to submitted problems is (2) two business hours for low and medium priorities, (1) one clock-hour for high priorities, and (30) thirty clock-minutes for urgent priorities.
Response to escalated problem submissions not resolved by Customer Support/Tier 1 is within two (2) business hours for low and medium priorities, one (1) clock hour for high priorities, and (30) thirty clock-minutes for urgent priorities.
Target problem resolution is two (2) business days for low and medium priorities, eight (8) business hours for high priorities, and two (2) business hours for urgent priorities.
Resolution performance and escalation performance are measured regularly.
Customer satisfaction is measured regularly.
Outage reports are provided to communicate lessons learned and to explain future preventative measures.

Product Rate

Toll-Free (1-800) Service Costs		
Billable Item	One Time Charge	Monthly Charge
Switched Ready-line Service		\$60.00
Dedicated Mega-com Service		\$60.00
Usage Rate		\$.05/minute
Installation		NC
Advanced Features		\$27.50

Ordering the Product

To obtain 800 Toll-Free Service, submit, in writing, a request to the Telecom Order Desk at itsorderbox@utah.gov. Include in the request the following items:

- Date submitted
- Desired due date
- Agency
- DASID
- Manager or Agency Authorizer
- Name of Requestor
- Requestor Contact Number
- Location address, city and zip code
- Location Main List Number
- On-site contact name
- On-site contact phone number
- Any alternate contacts/phone numbers.
- Is there another 800 number at this location?
- Indicate if you are requesting a Switch Ready-line or Dedicated Mega-com service.
- DNIS

The order desk will submit the service order request to the appropriate vendors. Upon receipt of confirmation from the vendors, the order desk will contact the customer with a scheduled due date.

Product Agreement

ITS and the Customer agree that this Product Description together with an approved Product Order Form constitute a binding agreement between both parties for the Product and related services required by the Customer. This Agreement remains in effect according to the terms specified in the Product Order Form, or until canceled by either party upon a (30) thirty-day written notice.

Product and/or Service Rates listed are in accordance with the approved ITS Rate Schedules. Therefore, the product description and order form replaces all other documentation, i.e., Contracts, Special Billing Agreements (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), etc.

To the extent that the terms set forth above conflict with an existing Contract, Special Billing Agreement (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), or other agreement between ITS and the customer, the parties acknowledge that the foregoing shall supercede the earlier agreement.